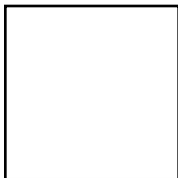


Board on Aging and Long Term Care
Volunteer Ombudsman Program
5424 US HWY 10 East, Suite F
Stevens Point, WI 54481

Three horizontal lines for contact information.



Established in 1994 by the Board on Aging and Long Term Care, the Volunteer Ombudsmen supplement services provided to long term care residents by the Ombudsman Program.



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015
<http://longtermcare.state.wi.us>
boaltc@wisconsin.gov

website
email

Advocates:

Working hand in hand

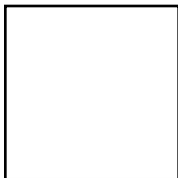


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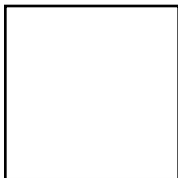


The Long Term Care Volunteer Ombudsman Program



Board on Aging and Long Term Care
Southeastern Office
819 N. 6th Street Room 520
Milwaukee, WI 53203

Three horizontal lines for contact information.



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The Long Term Care Volunteer Ombudsman Program



Volunteer Ombudsmen will:

Protect the rights of elderly people 60 years and older by making unannounced and focused weekly visits in long term care facilities.

Listen to and talk with people living in long term care facilities.

Empower residents and family members to speak up.

Voice concerns for residents who cannot speak for themselves.

Observe general conditions and daily activities in long term care facilities.

Receive **support** and training by experts in advocacy, emphasizing resident rights.

Meet with new residents and their families to **explain** Ombudsman Program Services.

Act as the **"eyes and ears"** of the Regional Ombudsman.

Help resident and family council members resolve concerns within the long term care facility

How to become a Volunteer Ombudsman

Attend the initial 7 hours mandatory training

Commit at least 6 months of volunteer time

Devote 2-3 hours per week at a specific long term care facility

Attend continuing **educational** programs

Agree to undergo a **criminal background check**

"It is very rewarding to volunteer, especially for the aging. I put more interest in volunteering than in employment."

– Doris B. (Milwaukee)

"To help people have a voice and get a smile in return."

– Jim H. (Janesville)

"Volunteering for me is all about listening – listening to the people so you can help."

– Diane W. (Madison)



A Volunteer Ombudsman must have an abundance of **Commitment, Caring and Concern** for our frail older persons.

Please return completed form for more information.

Date _____

Name: _____

Address: _____

Home Phone: _____

Work Phone: _____

E-Mail: _____

Best time to reach you: _____

Day(s) _____

Times: _____

Messages can be left at
our toll free number
1-800-815-0015



cut here and return

